

DEPARTMENT OF THE ARMY
U.S. ARMY MEDICAL DEPARTMENT CENTER AND SCHOOL
AND FORT SAM HOUSTON
Fort Sam Houston, Texas 78234-5014

FSH Regulation
No. 25-11

31 January 1997

Information Management: Telecommunications
TELEPHONE CONTROL OFFICERS

Issue of supplements to this regulation by subordinate commanders is prohibited unless approved by HQ, U.S. Army Garrison, Fort Sam Houston (HQ USAG FSH).

1. **PURPOSE.** To establish and provide guidance to Telephone Control Officers (TCOs) for the control and acquisition of communication services.

2. **APPLICABILITY.** This regulation applies to all units and activities that receive telecommunications support from the Directorate of Information Management, Fort Sam Houston.

3. **REFERENCES.**

- a. AR 25-1, The Army Information Resources Management Program
- b. AR 105-23, Administrative Policies and Procedures for Base Telecommunications Services.
- c. Update 4-16, Morale, Welfare and Recreation
- d. FSH Reg 690-26, Conduct and Discipline.
- e. DOD Directive 4640.13, Base and Long-Haul Telecommunication Equipment and Services.

4. **RESPONSIBILITIES.** The Directorate of Information Management (DOIM) is responsible for the installation, operation, and maintenance of the telephone system. The DOIM has final approval authority for all requests for telephone service.

5. POLICY.

a. The DOIM will

(1) Function as the leasing agency for FSH and the South Texas area for all local leased telecommunication requirements and changes or deletions to existing leased services or facilities procured under the provisions of AR 105-23.

(2) Provide central direction and assistance pertaining to the procurement, use, control, and resource management of the local leased telecommunication services and facilities.

(3) Develop procedures for and monitor the annual review and revalidation program for local leased telecommunications and common user voice/data services.

(4) Review all requests for official telephone services.

(5) Conduct semiannual briefings for telephone control officers. These briefings cover current policies, guidelines, and problem areas, plus statistical information on costs and system usage rates.

(6) Receive, verify, and certify all bills rendered by common carriers and vendors for telecommunication services and facilities for the installation, and forward such bills, together with supporting papers, to users for validation, and to the Finance and Accounting Office (F&AO) for payment.

(7) Assure maximum effective use of available telecommunication resources.

(8) Supervise and monitor the Communications Economy and Discipline Program for Fort Sam Houston.

b. Directors/commanders will:

(1) Appoint TCOs to control commercial long distance and overseas Defense Switched Network (DSN) calls originated within their respective directorate/unit. The TCO will have a broad knowledge of the command mission and the urgency associated with its accomplishment, and will be in a position to approve/disapprove these calls. This individual will review all telephone work requests for service and will assist the DOIM in establishing priorities for the accomplishment of new installations, relocations, installation of extensions, etc.

(2) The TCO's appointment will be in writing, preferably in duty-appointment format. The TCO may be an officer, noncommissioned officer (E-7 or above), or civilian (GS-07 or above). The alternate/assistant TCO may be a lesser grade (military E-5 and above; civilian GS-05 and above). The TCO appointments will be kept current with information copies furnished to the DOIM. If the TCO and Information Management Officer (IMO) duties are assigned to one person, a copy of the IMO appointment orders will be accepted in lieu of the TCO appointment orders.

(3) Initiate disciplinary action against personnel utilizing the telephone system for unofficial or fraudulent purposes.

(4) Serve as a member of the Information Management Support Council (IMSC) in accordance with established local directives and policies.

c. The TCO will:

(1) Coordinate the preparation and release of DA Form 3938, Local Service Request (LSR), for telephone service within the respective organization to assure correctness and timely submission.

(2) Coordinate with the DOIM for technical advice and assistance in major office moves.

(3) Assure that suspected unauthorized calls made on official telephones are reported to the directors/commanders through the chain of command.

(4) Perform an internal unit investigation on unofficial calls or fraudulent calls on official telephones.

(5) Prepare and maintain Records of Authorized Official Toll Calls, to ensure that all toll calls annotated on the report are validated as official calls.

(6) Continuously review the main-line telephone terminations (telephone numbers) to ensure that they do not exceed mission requirements. Main-line terminations will not be installed as a matter of personal convenience, but to provide a means for official telephone service. The practice of providing individual terminations to provide service for one person is not authorized except for colonels and above, or civilian equivalent, and when the mission dictates the requirement.

- (7) Approve telephone calls for official business.
- (8) Ensure that adequate procedures are established for controlling priority and higher precedence overseas calls placed over the DSN.
- (9) Certify all official calls. Certify monthly commercial toll bills to the DOIM within 10 working days of receipt of the request for certification. The certification statement will read: "I certify that the toll calls listed on the attached bill(s), unless circled in red, were approved for the purpose of conducting official Government business, (31 USC 680a)." The amount of \$_____ is certified as official
- (10) Ensure that procedures are implemented to preclude unauthorized calls being placed over official telephones. The servicing Staff Judge Advocate will be contacted prior to monitoring any calls.
- (11) Furnish data, as necessary, to the installation DOIM consistent with the requirements of the IMSC.
- (12) Maintain a communications economy program for reducing communications costs.
- (13) Report any potential unauthorized calls to the DOIM for further investigation.
- (14) Authenticate and justify local service requests for telephone services for the respective activity.
- (15) Establish, implement, and enforce internal procedures to ensure that all commercial long distance and DSN calls are Government Official Only. Ensure telephones in common user areas are properly secured from abuse by restricting off-post dialing. **The DOIM retains the right to downgrade services if abuse is determined to be a problem.** Official records will be maintained to ensure that all authorized commercial long distance calls are recorded and certified and will be used to certify the monthly toll bills.

6. **TELEPHONE SERVICES.** The Fort Sam Houston official telephone system is Government-owned, operated, and maintained by the DOIM under operational control of the installation commander. The administrative telephone system is not a secure means of communication. Classified matters will not be discussed on the telephone unless it is a properly keyed Secure Telephone Unit

(STU). The appropriate Communication Security (COMSEC) keying material can be obtained from the DOIM COMSEC Officer. Common-user STU telephones are available through the Directorate of Plans, Training, Mobilization and Security (DPTMSEC).

a. Telephone Use Control. Official telephone services are provided for the transmission of official Government information only. Calls within the continental United States (CONUS) will be authorized by the unit/activity's TCO through the use of four-digit Personal Identification Numbers (PINs). Overseas (OCONUS) calls (DSN or commercial) will be controlled through the use of telephone control numbers. Blocks of telephone control numbers are issued to each unit/activity TCO for control and distribution. All apparent unauthorized calls and misuse or abuse of the official telephone services will be reported to the responsible commander or staff chief for investigation, and for appropriate corrective action.

b. Federal Telecommunications System (FTS). The FTS 2000 service is used at FSH for official long distance carrier service in compliance with DOD Directive 4640.13. The FTS 2000, per Public Law 100-440 (1989), will be used unless a waiver, in accordance with the Warner Amendment Act (10 USC 2315 1984), is granted. Toll reports will be sent out each month for certification and/or investigation of suspect calls. Services used, other than FTS 2000 (i.e., MCI, Sprint, etc.), will be responsible for payment of that service at commercial rates plus tax.

c. Collect Calls. Government Official collect calls will be accepted at approved telephone numbers only, all other collect calls or third number billed calls to FSH telephone numbers are unauthorized. Unofficial collect calls accepted, will be reimbursed to the Government by the accepting responsible party. The FSH telephone operator is familiar with the telephone numbers authorized to accept collect calls.

d. Telephone Fraud and Abuse. The use of fraudulent credit cards, electronic devices, third party billing or any other means to avoid paying for telephone calls is against the law. If prosecuted and convicted, personnel could receive a maximum sentence of 15 years in prison and a \$50,000 fine.

e. Telephone Calling Cards. Calling cards are available for FSH personnel performing duty away from the installation. The FTS 2000 authorization calling cards may be used CONUS wide, including Puerto Rico and the Virgin Islands. Calling cards will **NOT** be used to place calls within the local San Antonio area. Use of an official calling card for the local dialing area will result in suspension of calling card privileges and will require

repayment of whatever costs were incurred at the commercial rates plus tax. Requests for calling cards will be submitted to the DOIM by memorandum, and will include a justification (off-post assignments and official business that cannot be conducted by less expensive communications) and period of time the card is required. An annual justification is required if the FTS 2000 calling card is issued on a permanent basis.

f. Telephone Monitoring. Use of the telephone system gives consent to monitoring for communications management and law enforcement purposes.

g. Requesting Telephone Service. Users requiring installation, removal, or changes of telephone services must submit a DA Form 3938, Local Service Request (LSR). Requests for official telephone service will be validated with the signature of the unit commander, director, principal/special staff officer, or the designated TCO.

7. **CLASSES OF TELEPHONE SERVICE.** Telephones connected to FSH Government-owned and operated system are classified as follows:

a. Class A service provides unrestricted direct access to the local dialing area, 1+800, and DSN. A four-digit PIN is required when access to long distance commercial telephone trunks is required to satisfy mission essential requirements. Class A telephone service is divided as follows:

(1) Class A-1: Direct dial access to the local Administrative Telephone System (ATS), post operator, DSN, local San Antonio, and long distance calls.

(2) Class A-2: Direct dial access to local ATS, post operator, and local San Antonio calls.

(3) Class A-3: Direct dial access to the local ATS post operator, and local San Antonio calls.

b. Class B service is not authorized at Fort Sam Houston. The local commercial telephone company provides unofficial telephone service to unofficial subscribers.

c. Class C telephone service is restricted to on-post calls. Class C lines can receive all incoming calls.

8. **FEATURES PROVIDED TO TELEPHONES.**

a. Standard Features.

(1) Class A: Call Transfer, Consultation Hold, Three Party Conference, Ring Again, Permanent Hold, Call Park, and Last Number Redial.

(2) Class C: Call Transfer, Consultation Hold, Three Party Conference, Permanent Hold, and Last Number Redial.

b. Other Features. Trunk Queue, Camp-On, Call Pickup, Call Forward, and Speed Calling are available if justified and will normally be assigned in conjunction with organizational upgrades of premise equipment to the single-line concept.

9. **DEFENSE SWITCHED NETWORK (DSN).** A common-user Department of Defense telephone network that provides support to the operational needs of the U.S. Government in meeting mission essential requirements.

a. DSN calls are limited to 5 minutes duration.

b. DSN access is not authorized for use by nonappropriated fund activities (clubs, exchanges, certain recreational activities, civilian contractors, or other unofficial activities). The directors, supervisors, or chiefs of morale, welfare and recreation programs (defined in Morale, Welfare and Recreation Up-Date Handbook) are authorized Class A telephones to support the installation management and mission accomplishment. The service must be approved by the installation commander and will be provided only in the office of the director, supervisor, or the chief of the recreation program.

c. Because overseas DSN calls cannot be dialed direct, all calls must be placed with the Fort Sam Houston telephone operator. To place an overseas call, a control number and PRECEDENCE must be obtained from the appointed TCO. The call must be booked through the Fort Sam Houston operator, with the required information the operator needs. Due to traffic loads on overseas circuits, significant delays may be expected in most cases. Time differences will be considered in placing calls.

10. **WIDE AREA TELECOMMUNICATIONS SERVICES (WATS).** Incoming WATS lines are available at Fort Sam Houston. Users can place official Government calls to Fort Sam Houston from anywhere within CONUS by dialing 1-800-531-1114. The Fort Sam Houston operator will extend official calls to the appropriate office at Fort Sam Houston. The WATS lines are to be used for official Government business only. Calls will not be extended to off-post numbers nor to on-post commercial numbers. Personnel who are on Tour of Duty from Fort Sam Houston will use these WATS lines to call Fort Sam Houston, except when DSN service is available.

11. COMMERCIAL

a. **Cellular Telephones.** Cellular telephones will be used by commanders/directors and appointed personnel as an interim means of communication at the duty stations; maximum efforts will be made to utilize the existing Fort Sam Houston telephone system. The primary usage of cellular telephones is for the transmission of official Government information during emergency operations in remote areas and to support daily command/control activities in situations where the means of reliable communication is not available. The DOIM will annually negotiate an airtime contract for all tenants of Fort Sam Houston. The telephone bills will be paid monthly by the DOIM with reimbursable funds by organizations. All calls are chargeable (receiving and establishing). Calls established outside the local calling area are charged the following fees: roaming, local area, airtime, and long distance. Copies of cellular telephone bills will be forwarded to the TCO quarterly for verification.

b. Commercial toll calls will be used only if the desired destination cannot be reached over DSN circuits and the urgency or nature of the official business is such as to preclude use of less expensive means, i.e., message center, official Army messages, U.S. Postal Service facilities, and DSN off-net. Authorization to approve long distance outgoing and incoming collect commercial calls has been granted to appointed TCOs. Prior to making the long distance call, personnel should compile and organize the material they intend to discuss. Calls will be limited to 5 minutes. Calls exceeding 5 minutes are subject to review by the TCO.

c. All commercial toll calls, credit card calls, and overseas DSN calls must be logged.

d. To place a long distance call from Fort Sam Houston, dial "9+1," the area code and the desired number, and the code provided by the TCO. DO NOT wait for a second dial tone after dialing "9+1."

12. VERIFICATION OF TELEPHONE BILLS. The TCOs must maintain records on all authorized toll calls, overseas DSN calls, and credit card calls.

a. **Billing Period.** The Fort Sam Houston billing period is from the 7th calendar day of each month through the 7th calendar day of the following month.

b. **Verification of Bills.** Telephone bills sent to the TCO must be verified and returned to the DOIM within 10 working days. The telephone bills at Fort Sam Houston are sent out to

each TCO for telephone calls charged against his/her telephone numbers. The TCO will check these bills against the calls recorded from historical files. After review, a copy of the telephone bill must be signed and returned to the DOIM, Fort Sam Houston, for filing. The TCO or alternate is the only individual authorized to sign these verification statements.

c. Discrepancies:

(1) All unauthorized or unidentified calls on the telephone bill will be underlined in red and recorded on FSH Form 406, List of Uncertified Toll Calls. This form is then returned with the bill to the DOIM.

(2) The TCO must perform a preliminary investigation of all suspected unauthorized toll calls to ascertain that personnel within the unit placed the calls. The preliminary investigation will not include calling the number(s) in question. If the TCO suspects a soldier of placing the unauthorized toll call(s), the incident will be reported to the director/unit commander for further investigation.

(3) If the call is determined to be unofficial, the suspect's name, rank, organization, and home telephone number must be reported on the certification. A report of the facts will be made to the individual's commander for appropriate disciplinary or other action, and a DD Form 139, Pay and Adjustment Authorization, will be initiated to collect from the pay of the soldier in cases where legal authority for such collection action is present.

(4) Appropriate actions for civilian personnel making unauthorized calls are prescribed in FSH Reg 690-26.

13. GENERAL INFORMATION.

a. The DOIM is responsible for Telephone Station Equipment installation, maintenance, and equipment accountability of the official telephone system. Subscribers are not authorized to move, alter, relocate, or make additions to the Fort Sam Houston telephone system without written approval of the DOIM. Units/activities will not install, move, repair, or modify any equipment connected to the FSH telephone system. Any attempt by an activity/unit to move, repair, or alter the telephone system, will result in removal of those instruments that are involved in the incident. In cases where the entire system for an activity is involved, one single-line telephone instrument will be left for emergency use (e.g., fire reporting, ambulance, etc.).

Non-Government-owned telephone instruments/devices will be confiscated. The activity/unit must submit DA Form 3938, requesting reinstallation of telephones; the request will specify the control measures to be taken to prevent recurrence.

b. Requests to move/relocate, install, or remove telephone instruments, wires, or configurations will be submitted on DA Form 3938. Requests must reach the DOIM 7 working days prior to requested service date. An additional 15 days will be allotted for installation, or relocation of a unit headquarters or large staff activity's telephones. A sample and instructions for completing DA Form 3938 can be found in the Official Fort Sam Houston Telephone Directory.

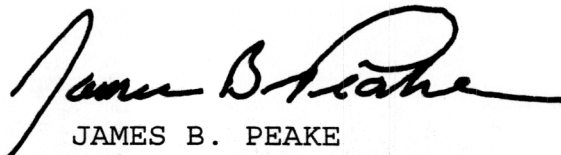
c. Personal Telephone Calls. Personal calls initiated during working hours over the commercial local/long distance network may be authorized as being in the best interest of the Government if the call is consistent with the following criteria:

(1) It does not adversely affect the performance of official duties by the employee or the employee's organization.

(2) It is of reasonable duration and frequency, and it could not reasonably have been made at another time.

(3) Long distance telephone calls must be charged to the employee's home telephone number, to another non-Governmental number, or to a personal telephone credit card.

The proponent of this regulation is the Directorate of Information Management. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to the Commander, U.S. Army Medical Department Center and School and Fort Sam Houston, ATTN: MCGA-IM-C, Fort Sam Houston, TX 78234-5005.



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